



ITIL Process Implementation: Program Update and IT Service Management Process Flows

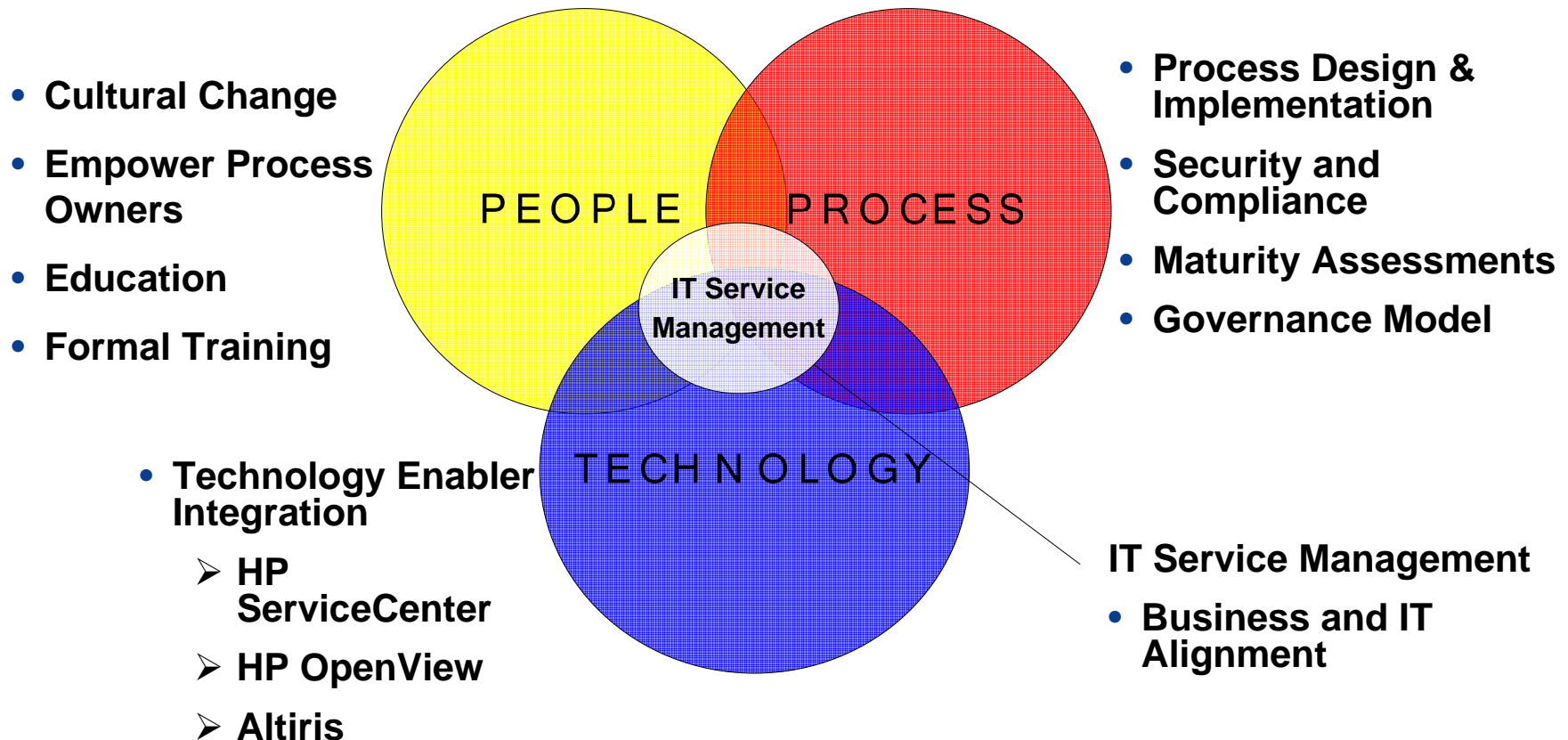
March 21, 2007



Agenda

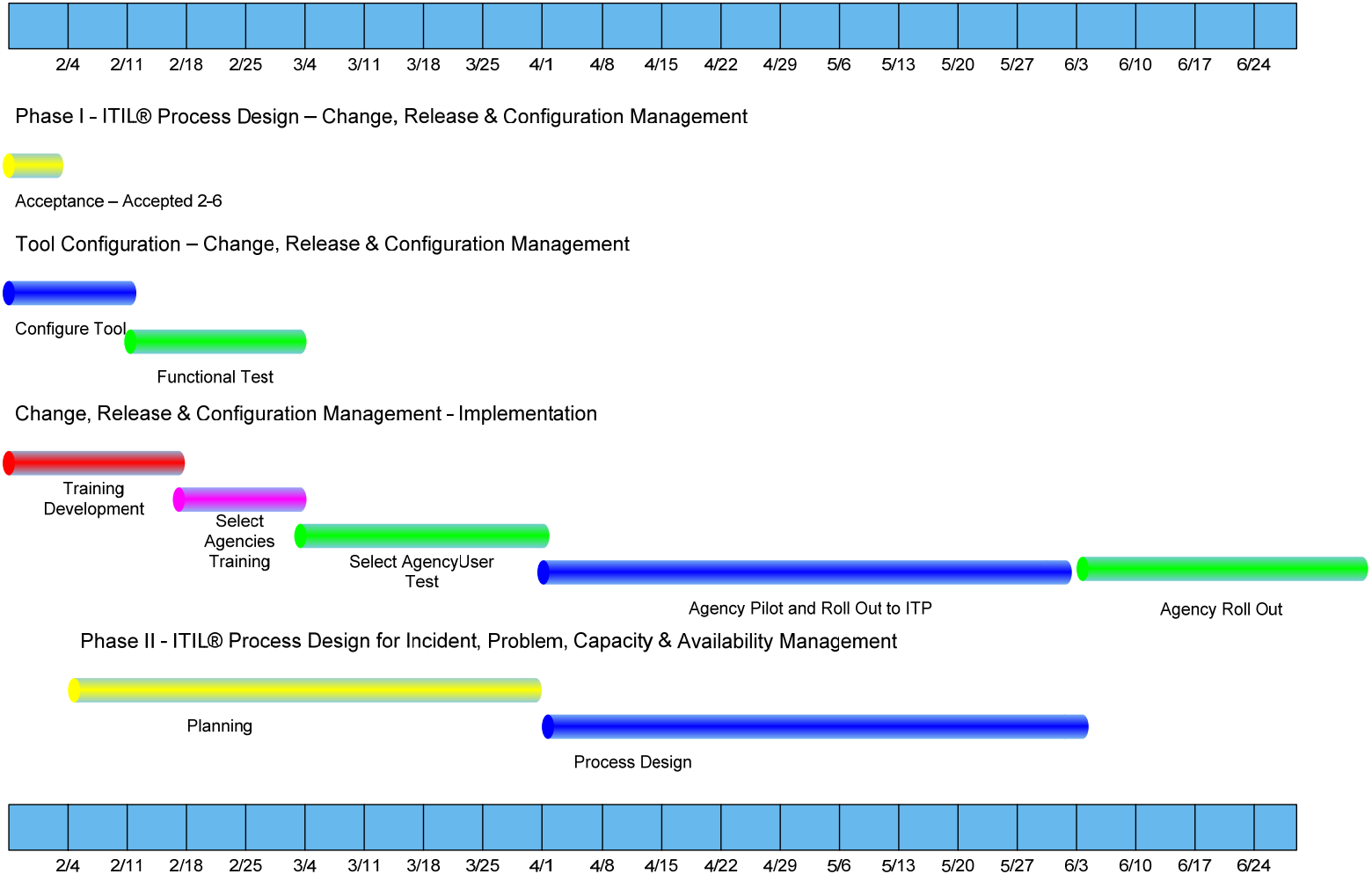
- Introduction by Charlie Rigano
- ITIL Program Update
- Phase 1 End User Testing Overview
- IT Partnership Employee Training Update
- Agency Pilot Update
- IT Service Management Process Flows
- Next Steps
- ITIL information sources

Program Approach to IT Service Management

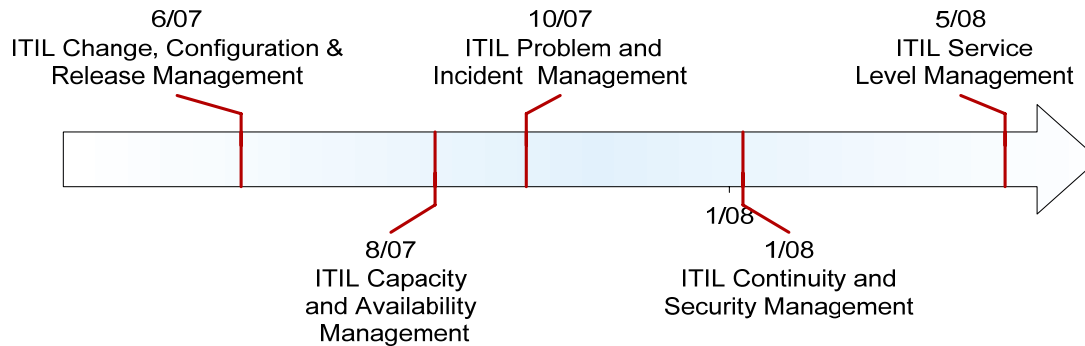


VITA intends to use a combination of ITIL® as the process framework, CobiT and ISO/IEC 20000 for the overarching controls and governance.

TR053 ITIL® Optimization Project – 6 Month High Level View



Roll Out Schedule



Phase 1 Key Dates: ITIL Change, Configuration and Release Management

- User Test Agency Training: 2/19/07 – 3/2/07
- User Test: 3/5/07 to 3/30/07
- Process Roll Out:
 - Agency Pilot - April
 - 1st ITP VITA Central, 2nd ITP East/Central/West Regions - May
 - Other Agencies – June & beyond Per TBD Schedule

Phase 1 End User Testing Overview

- Objectives:
 - Test the Processes, Roles & Responsibilities and Technology
 - Use Agency and ITP participants
 - Obtain Feedback
 - Make Improvements
 - Prepare for Agency Pilot
- Tasks:
 - Role based Training of Agency and ITP employees on 2/21 or 2/23
 - Individual Training of Process Manager roles
 - Use four written scenarios to test end to end process, roles, technology
 - Feedback Sessions
- Results to Date:
 - Excellent feedback
 - No Show Stoppers
 - Some Peregrine modifications will be made

IT Partnership Training Overview

- **Objectives:**

- Train for Change Requester, Change Implementer, Change Information Provider roles on the new process and technology
- Provide statewide training to minimize travel and disruption of operations
- Prepare for June Deployment date

- **Training Venue's**

- Live Video Conference
- CBT
- Video DVD
- Q&A Conference Calls
- Detailed User Guide

- **High Level Tasks**

- Develop Mail list with Physical location
- Operations Manager Communication
- Training Planning, Registration
- Conduct Training during April and May
- Training Validation
- Go Live Preparation
- Post Go Live Process Measurements

Agency Pilot Overview

- **Objectives:**

- Fine Tune Agency On Boarding Plans and Procedures
- Understand Agency needs
- Develop effective Agency to ITP Change Management interface

- **Repeatable Agency On Boarding Plan - High Level Tasks**

- **Transformation Review Board Preliminaries**
 - Communications with Operations and CAM/APM
- **Communication to AITR to identify POC with Expectations for POC role**
 - AITR identifies target Agency POCs for ITIL interface
 - "Meeting Request to NG Operations Rep, CAM/APM, ITIL Rep, Agency POC, CH Comms (opt) & AITR (opt)"
- **ITIL Change Mgt Transformation Meeting**
 - Understand Agency Existing Process and Change volume
 - Identify and document interface points with existing Agency processes
 - Identify training participants and training window
- **Agency Personnel Training**
- **Agency On Boarding & KPI check**
- **Optimization**

Agency Deployment

- Objectives:
 - Understand Agency needs
 - Develop effective Agency to ITP Change Management interface
- **Repeatable Agency On Boarding Plan - High Level Tasks**
 - **Transformation Review Board Preliminaries**
 - Communications with Operations and CAM/APM
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 - **Agency Personnel Training**
 - **Agency On Boarding & KPI check**
 - **Optimization**

Channels for information

There are multiple sources for you to obtain more information about ITIL:

- Agency Customers: Go to <http://www.vita.virginia.gov/itpartnership/meetings.cfm>
- ITP and VITA 3.0 employees: ITIL page on VITAWeb contains ITIL information: Go to <https://vitaweb.virginia.gov/C2/ITIL/default.aspx>
 - Use your DITLAN account to access the site
- Future COIN meetings
- Monthly AITR meetings
- Transformation Kick-Off meetings
- Monthly newsletters (e.g. IT Partnership News)
- VITA Transformation POC
- ITIL Change Champions



Executive Overview IT Service Management

February 15, 2007



NORTHROP GRUMMAN



NORTHROP GRUMMAN

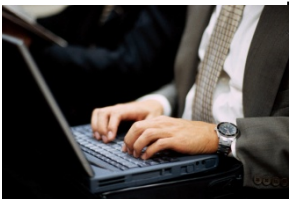
Sr. Management



Customer



Users



Strategic layer

Tactical layer

Operational layer

Services



NORTHROP GRUMMAN

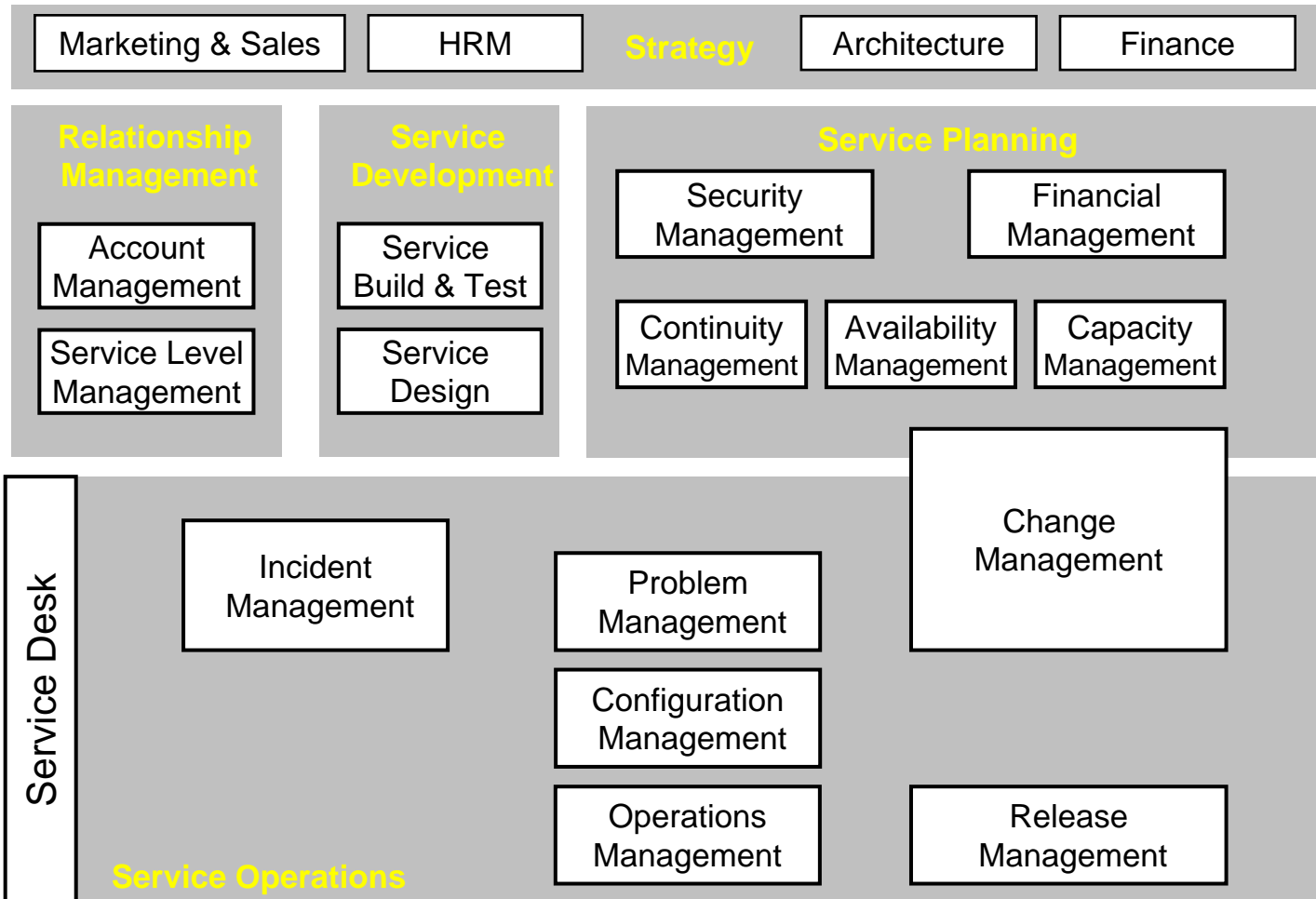
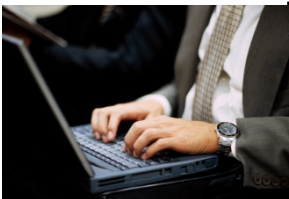
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Customer



Users



Services

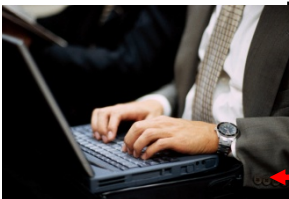
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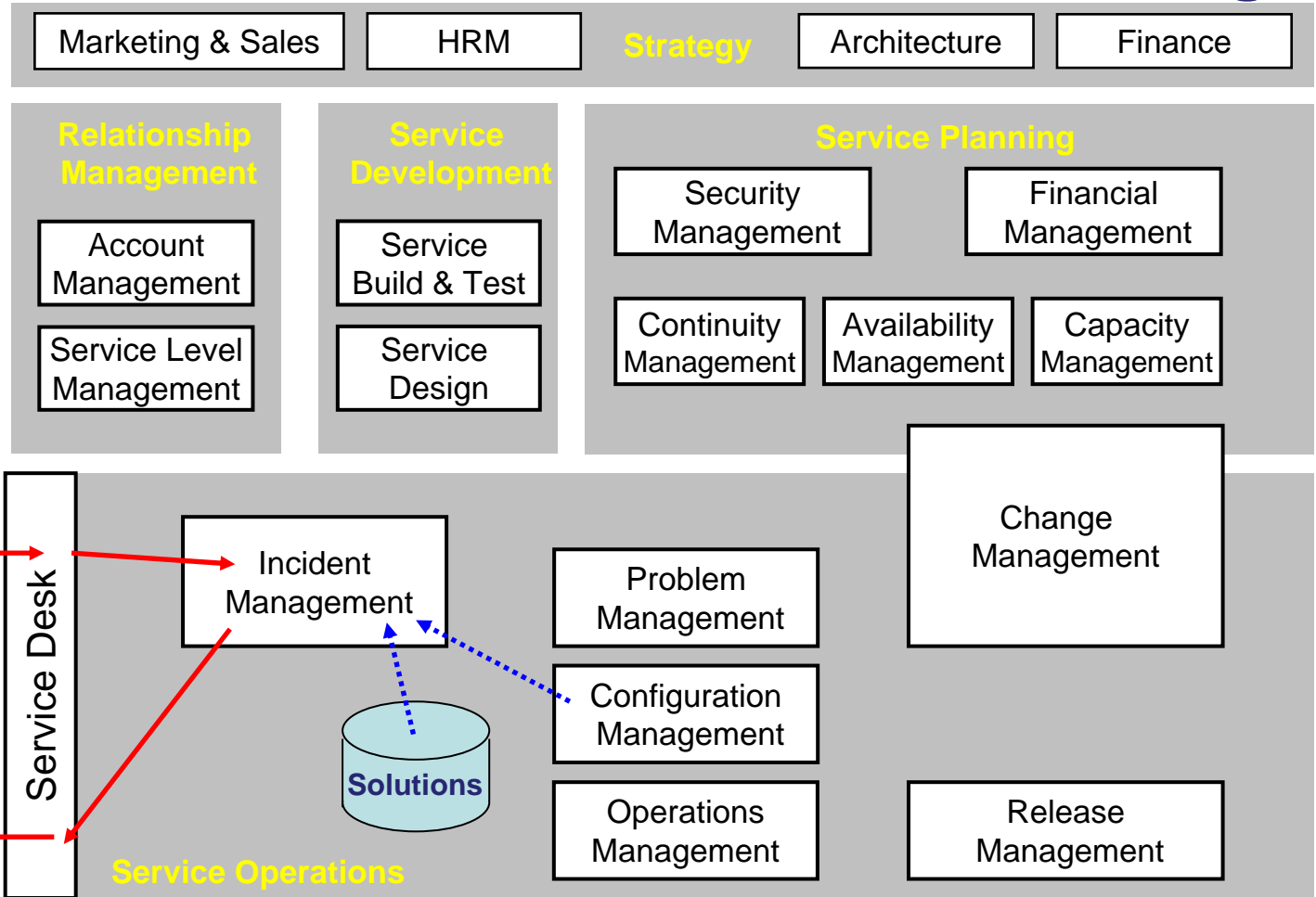
Customer



call
for support
Users



User in 'trouble' – solution / no change



Services

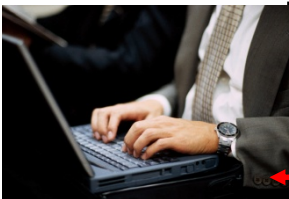
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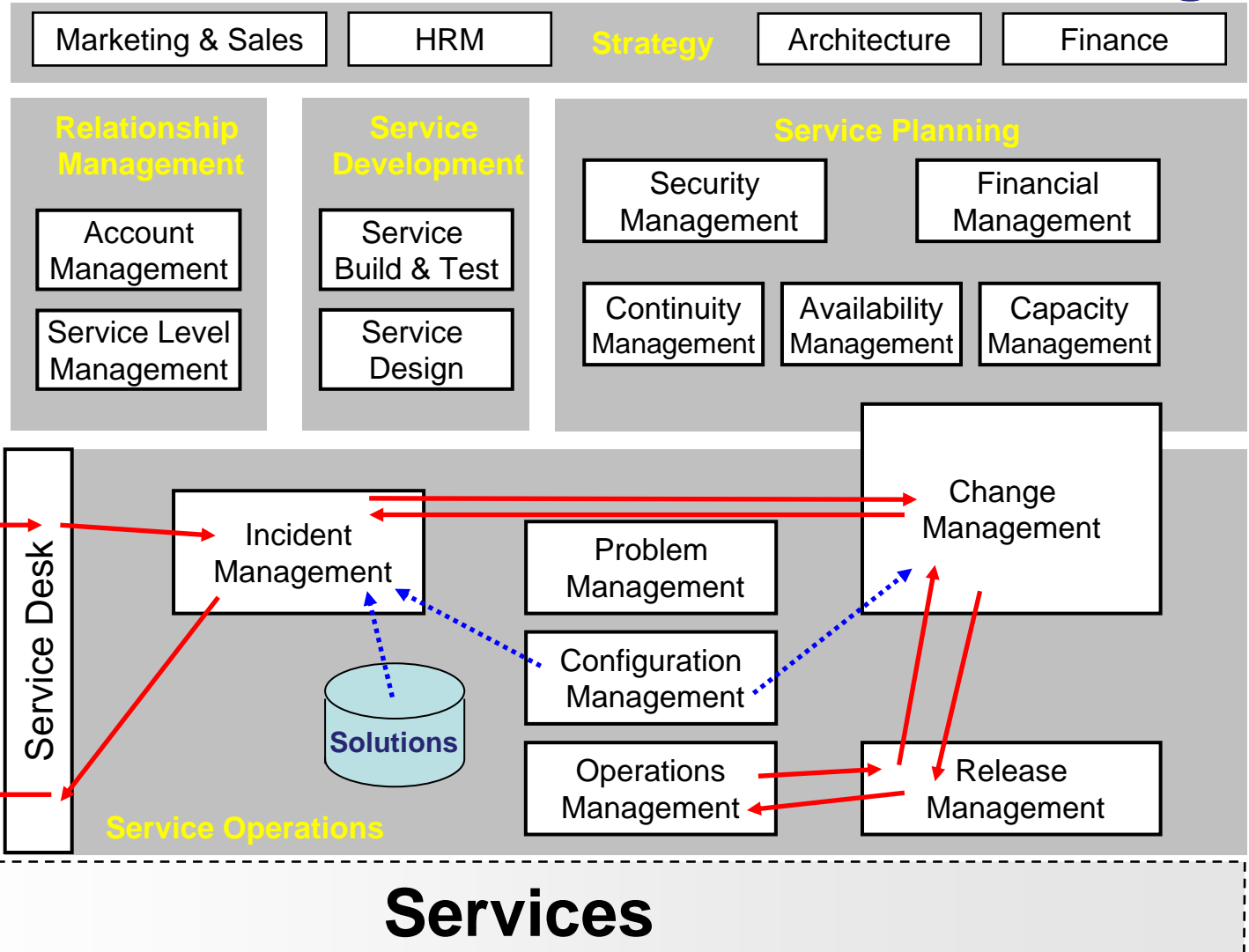
Customer



call
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Users



User in 'trouble' – solution with change



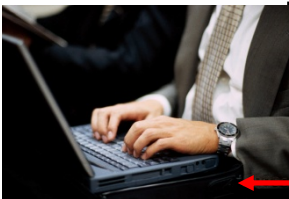
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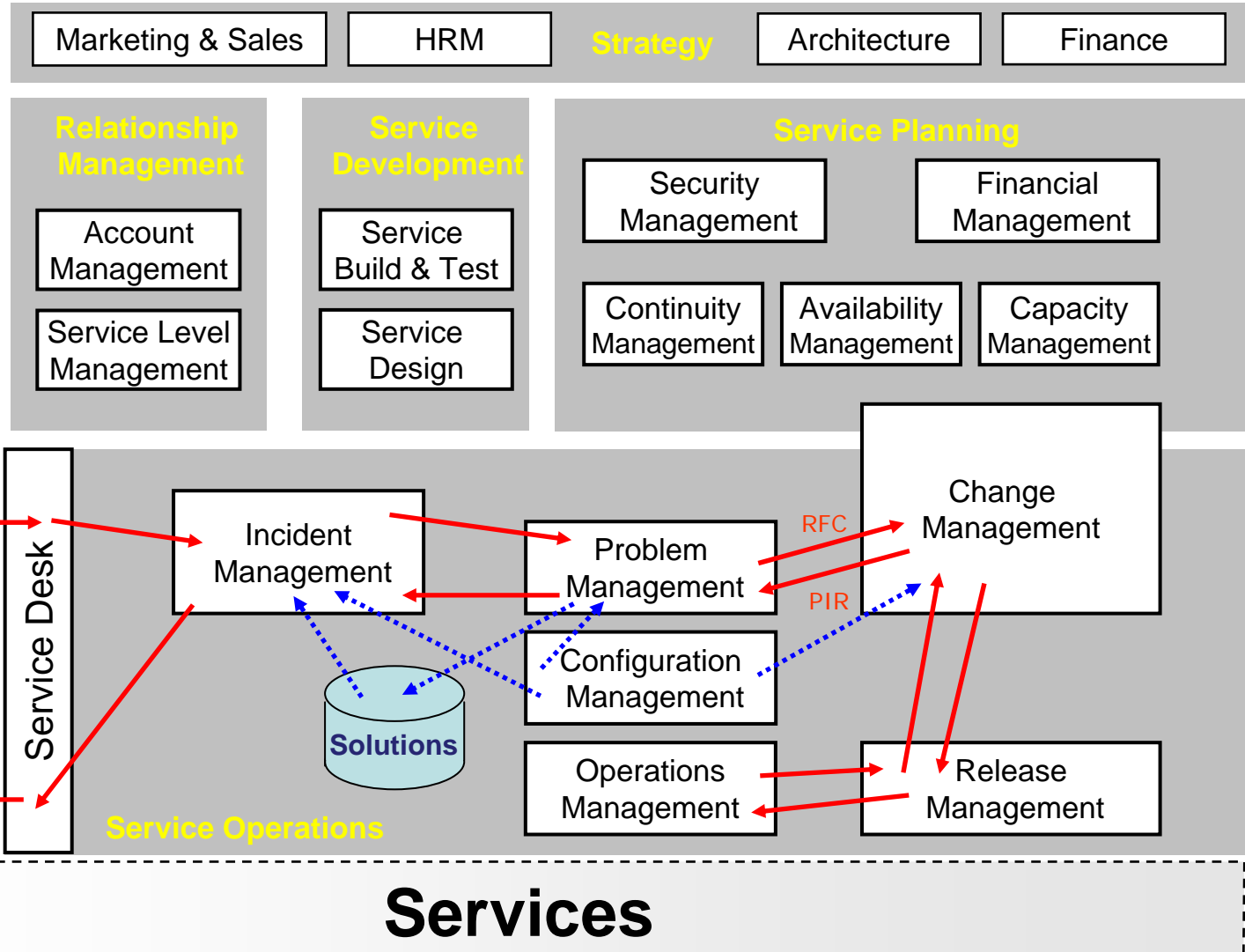
Customer



call —
for support
Users



User in 'trouble' – no solution



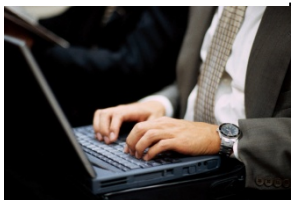
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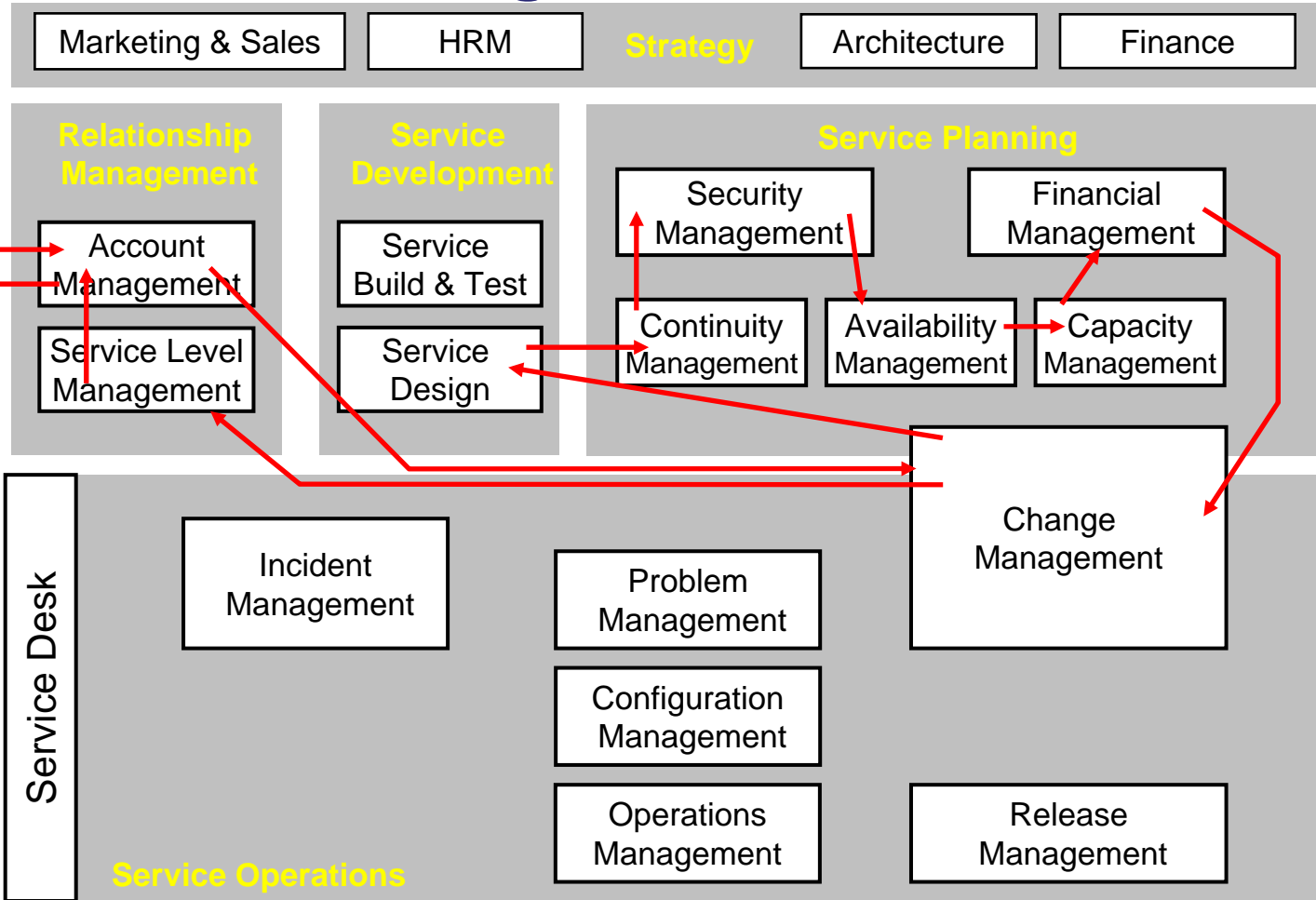
Customer



Users



From 'idea' to agreement



Services

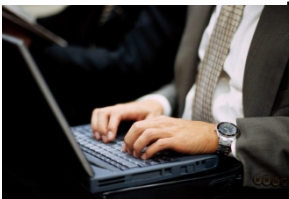
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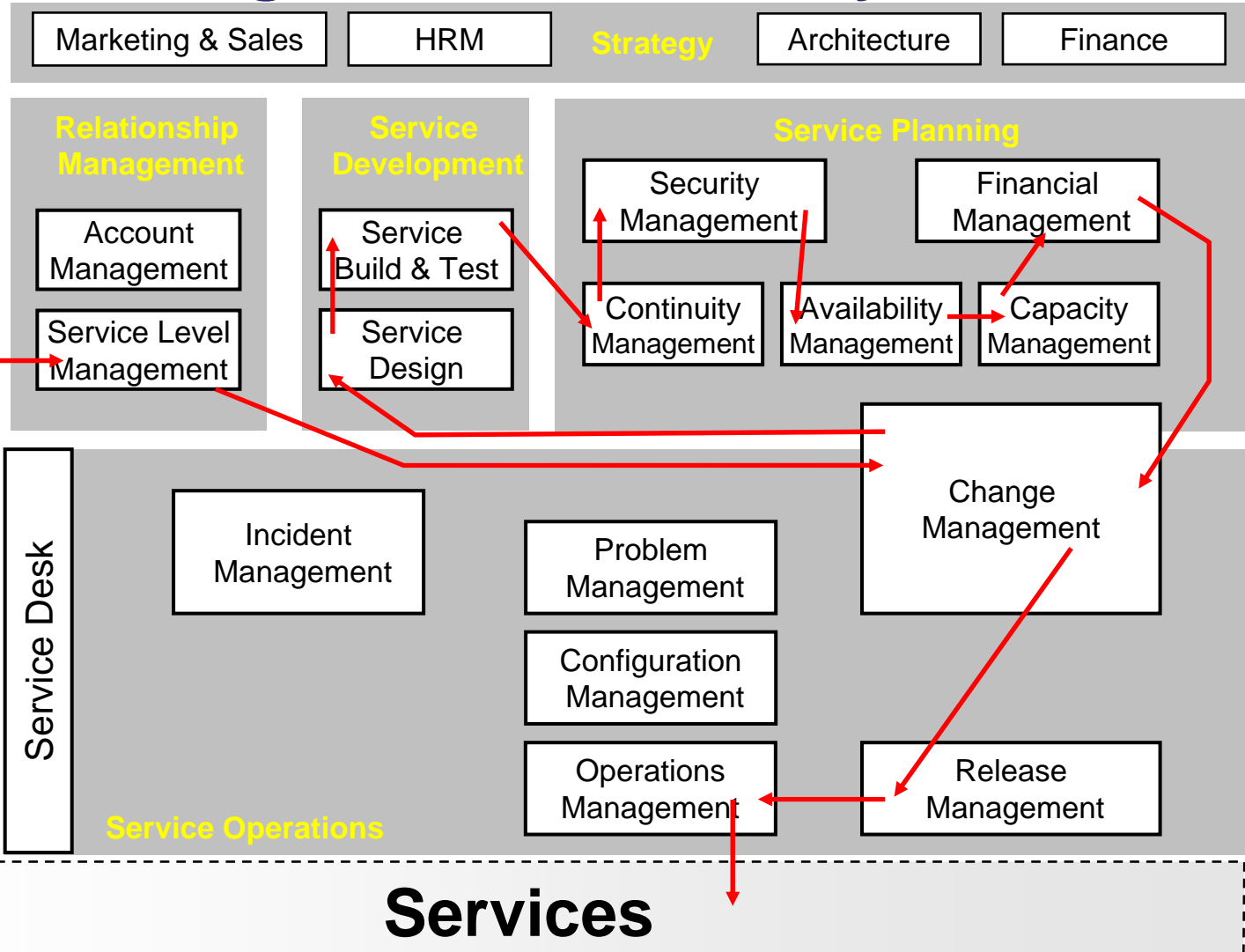
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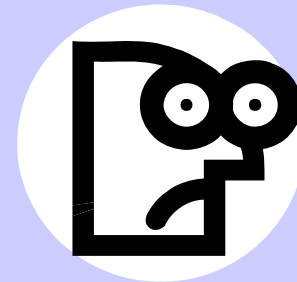
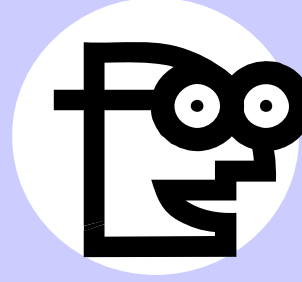
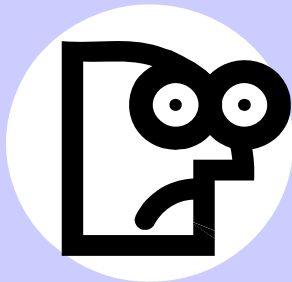


Users



From agreement to delivery





It's QUESTION TIME!!

Questions



ITIL: What is it and how can it help you?

- ITIL stands for Information Technology Infrastructure Library
- ITIL is a guidance to establish and manage quality IT processes
- ITIL will address IT business problems that are caused by unmanaged change (e.g. long time spent identifying root cause of IT problems)
- The ITIL implementation project is comprised of 10 processes:
 - Change Management
 - Configuration Management
 - Release Management
 - Incident Management
 - Problem Management
 - Capacity Management
 - Availability Management
 - Security Management
 - Service Level Management
 - IT Service Continuity Management
- Phase 1 will deploy 3 of these processes: Change Management, Configuration Management and Release Management

What are the benefits of implementing ITIL?

- Higher availability of IT and business services
 - ITIL implementation has reduced unplanned work from industry average of 40% to 5%*
 - ITIL implementation has driven IT infrastructure change success rate to over 99% *
- Improves quality of IT services measurably over time
 - Provide metrics to support SLA fulfillment over time
- Improves effectiveness and efficiency of all parties by providing a common service delivery and support framework
 - Common defined and measurable processes to realize efficiencies and automation
 - Common terminology to minimize miscommunication and misunderstanding
 - Clearly defined roles and responsibilities
- Increase our IT staff's productivity through training and experience in service management best practices

* Information Technology Process Institute, ITPI, 2004

ITIL Training

Key Audience		Available Training
Customers	<ul style="list-style-type: none"> • Agency Leadership • Agency Application Owners • User community 	<ul style="list-style-type: none"> • ITIL® Awareness Training • Specific Process Training • Computer Based Training (CBTs) • Webinars
Management	<ul style="list-style-type: none"> • VITA Oversight and Governance • All Levels of Management • Program Support Teams 	<ul style="list-style-type: none"> • ITIL® Awareness • Foundation Training • Computer Based Training (CBTs) • Webinars
Performers	<ul style="list-style-type: none"> • Process Owners • Process Performers • Change Champions/Focus Groups • Operations and Technical Support 	<ul style="list-style-type: none"> • ITIL® Awareness Training • ITIL® Foundation Training • ITIL® Practitioner Training • Specific Process Training • Computer Based Training (CBTs) • Webinars
Vendors	<ul style="list-style-type: none"> • Key 3rd Party Suppliers for infrastructure services 	<ul style="list-style-type: none"> • Specific Process Training • Computer Based Training (CBTs) • Webinars

ITIL Phase II Workshop Agenda

Morning

- Workshop Rules
- Workshop Roles
- Recap - ITIL® Foundations
 - Service Support
 - Service Delivery

Afternoon

- Process (Incident / Problem)
 - Goals / Objectives
 - Terminology
 - Roles & Responsibilities
 - Benefits
 - High Level Process Flow
 - Integration Points
- Exercise
- Next Steps
 - Review Documents
 - Identify Process Gaps
 - Review CSF's / KPI's

Workshop Take-aways

Understanding
of the
process and
its activities

Good
understanding of
the relationships
with other IT
Service Management
processes

Ability to execute
the process
activities

Pilot Schedule

1-Mar Pilot Kick-off
5-Mar Standard
6-Mar Emergency
7-Mar External Feedback
8-Mar Minor/Major
9-Mar Minor/Major
10-Mar
11-Mar
12-Mar Minor/Major Backend
13-Mar Minor/Major Backend
14-Mar Minor/Major Backend
15-Mar External Feedback
16-Mar Internal Feedback
17-Mar
18-Mar
19-Mar Adjustments
20-Mar Adjustments
21-Mar Adjustments
22-Mar Test Adjustments
23-Mar Final Test
24-Mar
25-Mar
26-Mar Selective Testing
27-Mar Additional Feedback
28-Mar Closeout Prep
29-Mar Closeout Meeting
30-Mar Party

What are the objectives of ITIL Change, Configuration and Release Management?

- **Protect your infrastructure through controlled change**
 - Reduce incidents and downtime generated by change
- **Ensure rapid response to IT change**
- **Ensure IT changes achieve their objectives**
- **Deploy multiple IT changes simultaneously**
- **Provide central source of all infrastructure and service management information**
 - Maintain accurate status of all elements of infrastructure
 - Know the environment at all times

What are the benefits of ITIL Change Management to your agency?

- **Availability instead of instability - #1 indicator of Customer Satisfaction**
 - Less impact of failed changes
 - Fewer incidents caused by change
 - Quicker resolution times
- **Effectiveness instead of trial and error**
 - Greater percentage of successful changes
 - Faster successful change implementation
- **Agility instead of bureaucracy**
 - More changes implemented on schedule
 - More changes implemented in a given time period
- **Efficiency instead of wasted resources**
 - Less labor spent on rework & unplanned work
 - Reduced unnecessary “urgent” changes

What is the definition of a Change?

- Anytime you need to add, remove, or enhance a controlled component of the ITP in-scope infrastructure, you will need to develop and submit a Change Request
- A controlled component is an identified, managed hardware or software item that is necessary for the operation of a supported system, service, or application

How fast will changes be processed?

Change Class	Criteria	Expected Approval
Emergency	<ul style="list-style-type: none"> Unplanned changes Service is down, requires immediate attention to restore Always High Priority 	<ul style="list-style-type: none"> Emergency CAB (ECAB) approves As soon as the ECAB can be contacted Immediately to same day
Major	<ul style="list-style-type: none"> Planned changes of higher complexity Service has potential to be impacted, but planning and scheduling mitigate outage 	<ul style="list-style-type: none"> Scheduled CAB approves 1-5 days
Minor	<ul style="list-style-type: none"> Planned changes of lower to medium complexity Service generally not impacted. 	<ul style="list-style-type: none"> Change Manager approves, or Scheduled CAB approves 1-5 days
Standard	<ul style="list-style-type: none"> Planned, routine changes No impact to services Low impact, Low priority changes typically repeated and well known 	Pre-approved

Origins of Change

- Incident Driven
 - Change **not** required
 - Example: Restart a Service
 - Restore service
 - Close Incident ticket

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Origins of Change

- **Incident Driven**

- Change required

- Typically Emergency situation
 - Requires immediate attention to restore service or system
 - Emergency Change Request is required
 - Requires Service Owner and Change Manager approval
 - Decision process is expedited

Origins of Change

- Incident Driven – Emergency Change Required Example
 - Airplane Engine on Fire !
 - Need to Land Now and Safely
 - Requires Air Traffic Controller Approval
 - Because other planes may be on runway
 - Decision process is expedited

Origins of Change

- Incident Driven
 - Change **not** required
 - Example: Restart a Service
 - Restore service
 - Close Incident ticket

Origins of Change

- Ready for Production
 - Development and Test activities complete
 - Schedule known
 - Expected in Production
 - Change Request required to release into Production
 - Include Test Results, Implementation Plan, and Back-out Plan details

Origins of Change

- Requires Development and Test
 - Project/Effort has been approved
 - Necessary change
 - Service not impacted at this time
 - Requires entire Change Mgmt workflow
 - CR Creation, planning, analysis, development, test, and release

Change Request Focus

Configuration Items that change the form, fit, or function of the infrastructure, or require a Production install / re-install, will require a Change Request

Configuration Item Category
Network and Telecom
Servers
Database
Data Media – BU & Recovery, Storage Servers, Switches, Tape Library
Storage
Office Electronics – Printer, Scanner
Personal Computer
Application